AMENDMENTS TO THE SPECIFICATION:

Please replace the paragraph beginning on page 13, line 28 with the following amended paragraph:

In this way, if the call needs to be transferred to a level-2 specialist, the information stored by the speech recognition system **210** may be displayed to the specialist via his/her level-2 call taker workstation. The speech recognition system [[**220**]] **210** or the computing devices of the call center may perform textual analysis of the recognized speech before displaying the information to the level-2 call taker workstation specialist in order to highlight or otherwise accentuate terms in the recognized speech. Similarly, the textual analysis may be used to abridge the recognized speech.

Please replace the paragraph beginning on page 14, line 19 with the following amended paragraph:

This repetition of the problem statement is stated into the microphone **220** which picks up the voice input and converts it into electrical signals. These electrical signals are then transmitted to the speech recognition system [[**220**]] **210** which translates the signals into recognized words based on pattern matching, which is generally known in the art. The resulting recognized speech is then stored in a record associated with the call and may also be output to the call taker workstation for verification.